

Email Address Change FAQs

What is the old domain name?

The old enterprise e-mail domain name is @mail.state.ar.us

What will be the format of my e-mail address with the new domain name?

firstname.lastname@arkansas.gov

Why are we changing the domain name?

Due to recent changes to the federal rules that guide internet naming conventions; and it is much simpler and easier to remember.

When will this change take place?

Now. You are able to receive e-mail at either address until the end of the current biennium -- June 30, 2005 -- at which time the old domain name will be discontinued. Your reply-to address (the return e-mail address others see when you send them a message) can remain @mail.state.ar.us until then.

Does my agency have to wait until June 30, 2005 to take full advantage of this change?

No, you can change your reply-to email address at any time before then.

How do I make the change?

Send an email to your account rep indicating when your agency chooses to change.

Will I notice a change in my email?

You will not notice any changes when you send and receive messages within the DIS-provided enterprise email, but after your agency changes people who are external to our system will see your reply-to address as firstname.lastname@arkansas.gov.

Can I keep my agency designator?

Yes; for example, firstname.lastname@asp.arkansas.gov. The format of the agency designators portion of arkansas.gov domain names must follow Arkansas ECIO policy PS-34.

Are other states following this process also?

Yes.